

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.2011/TG-III/631/1

New Delhi, dated 12th September, 2012.

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The Chief Commercial Manager,
All Zonal Railways

MD/IRCTC, New Delhi.

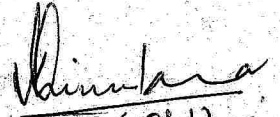
Sub : Fixation of A-la-carte items and their tariff by a Committee of CCM(Catg.)/CR/NWR/SER/SWR and FA&CAO(T)/NR duly approved .

Ref : This office letter No.2011/TG-III/631 dated 19.09.11.

Please find enclosed a copy of recommendations dated 11.09.12 of A-la-carte committee constituted by Railway Board vide letter of even number dated 26/27.04.2012 consisting CCM(Catg.)/CR/NWR/SER/SWR & FA&CAO(T)/NR regarding fixation of a-la-carte items and their tariff in supersession of CCM(Catg)/SCR letter no.C.86/F/1/Vol.XVI dated 06.09.11 and Board's letter of even number dated 19.09.11. In view of this, CCM/Zonal Railways may ensure implementation of the recommendations of the above committee latest by 01.10.2012.

Please acknowledge receipt of the above.

DA: As above.


26.09.12

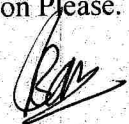
(Vivek Kumar Srivastava)
Director (Tourism & Catering)
Railway Board

No.2011/TG-III/631/1

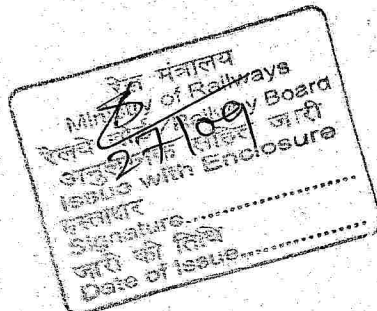
New Delhi, dated 12.09.12.

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Copy to FA&CAO, Zonal Railways for information and necessary action Please.



For Financial Commissioner (Railways)



O/C

Report of the committee constituted vide Railway Board's letter no. No.2011/TG.III/631/1 dt 26/27-04-2012 for Menu and Tariff of a-la-carte items.

1. The Railway Board vide their letter no. No.2011/TG.III/631/1 dt 26/27-04-2012 (Appendix 1) constituted a committee consisting of CCMs (Ctg.) of Central, Northern (Nodal) and South Eastern Railways and FA&CAO(Traffic) Northern Railway. Later CCM/Ctg/NR was replaced by CCM (Ctg & PS)/SWR (Nodal) and CCM/NWR was made members with the approval of the Board (Appendix 2). The terms and reference of the committee, listed in the above letter were as under:

Appointment of the committee

2. The Committee had been assigned the following terms of reference mentioned in the above letter of the Board:-

Terms of Reference

- i. Study the existing menu and tariff of a-la-carte items of Zonal Railways, recommendations made by the earlier committee headed by SC Railway and suggestion received from Indian Railway Caterers Association, and propose a list of a-la-carte items with rates.
- ii. Propose rates for a-la-carte items for mobile/static units to have uniform rates on Indian Railways.
- iii. Suggest Menu and tariff for regional cuisine as mentioned in the Railway Budget.
- iv. Propose tariff of items to be made available through SMS 'book a meal' facility as announced in the Railway Budget.
- v. The Committee must also clearly indicate the tariff which would be exclusive of all/any admissible taxes so as to ensure no liability on railways.

3. The Committee held a number of meetings in Delhi in the month of July and August 2012 and also consulted CCMs and CCMs/Ctg of other railways by holding meetings in the different railways as was asked in the letter of the Board No 2011/TG-III/631/1 dt. 20-07-2012 (Appendix 3). They also studied the followings reports:

- Committee of CCM (Ctg) constituted vide Railway Board's letter no. 2011/TG-III/631/1 dated 29.06.2011
- Suggestions received from Indian Railway Caterers Association
- Earlier report of the Committees

4. The Committee formed a sub-group under the CCM/Ctg&PS/SWR to closely interact with the experts of the RNS College of Business and Hotel Administration, Hubli and to prepare the standard list for

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ingredients and their proportions for preparing different cooked items in the meal, ('schedule of ingredients'). This was discussed by the committee and was rationalized based on firsthand experience of some of the members and working knowledge of some of the experts in Railway and the suggestions received from Indian Railway Caterers Association (Appendix 4).

5. Once the ingredients' list and their relative quantities were finalized, market price of the different items prevailing in Delhi in July 2012 were taken to workout 'standard cost' of 'standard lot' to be cooked, e.g., 13 KG of rice to give 100 servings. This included the overheads as discussed below. After this the standard rate and standard weight of each portion/serving was worked out. The standard cost worked out excludes Service Tax and other Local Taxes etc.

6. It was noted by the committee that the rates of some of the items (Milk, Fish and Poultry etc) were quite different in the Base City different cities. To work out standard cost one had to take rates of one city. After a lot of debate Delhi was selected as the place for taking the market prices of different items as prevailing in July 2012 to arrive at the Standard Costs. Besides being national capital it is also the city which deals with maximum number of trains.

7. Menu has been prepared and proposed by considering the taste and likings of people of all over the country by taking inputs from the different railways and groups. It has been separated into Vegetarian & Non-Vegetarian food items. Further, it has been subdivided into General Food, Jain Food, Diabetic Food and Local Cuisine etc. A smaller group from this may be shortlisted for SMS 'book a meal' and other schemes keeping in mind demand of passengers and strength of the licensee etc. Menu for all Tastes

8. It was noted that the catering units have to incur high Overhead Costs overhead costs and these are estimated to be 75% of the direct costs. While proposing the tariff, market rates of grains & pulses, oil vegetables, milk/milk products, masala ingredients, and overhead charges were taken into account. Overhead charges which include human resources (Salary + cost + PF + Medical Facility + Training + Other Perks), fuel cost, packing cost, water and electricity charges, depreciation cost of plants and machineries, license fee, printing and stationery and other miscellaneous expenses were taken into consideration. These overhead costs had been arrived at by taking standard industry practice and cost structure in consultation with the Catering Institute and the feedback of the Association of Caterers and reports of the Earlier committees and amount to 75% of the direct cost.

Breakup of overheads taken at 75% of the direct cost of the food is as under:

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Overhead charges	in %
Human Resource	30
Fuel Cost	12
Water & Electricity Charges	5
Depreciation cost of Plant and Machinery	10
License Fees	12
Printing and Stationery	3
Misc	3
Total	75

9. As is well known, the cost of preparation of food items is higher in mobile catering units as compared to static units. Mobile Units
 The mobile unit licensee needs to pay substantial licence fee and incur higher costs in terms of manpower etc. Therefore, it would not be proper to fix same tariff for these two distinctly different types of catering units. The committee has suggested that the costs in the mobile units may be kept 15% to 20% higher when compared to the costs in the Static units.
10. VAT/Service Tax, etc. have not been taken into account and may be shown separately in the tariff of a-la-carte Service Tax etc.
 items. In this regard, on the menu card, an aestrisk (*) should be printed that these are separately charged by the licensees as applicable in State/Central Govt. The final rates of food items (i.e. food as per the costs worked out as above plus taxes) should as far as possible be rounded off to the nearest rupee after inclusion of taxes.
11. The 'Schedule of Ingredients' and 'Standard costs' as worked out by the committee and proposed 'Tariff' are given in the Appendix 5. Schedule of Ingredients
Standard Cost
Standard Tariff
 As is well known the sale volume of any catering unit has a link with the license fees. However, it is difficult to predict change in total sale volume of the different units and it is not possible to workout the amount by which the licensee fees may go up on account of these changes in the tariff. Railways may adopt suitable means to adjust the license fees on this account.
12. To ensure that the quality of food is maintained and the licensees do not 'cut corners' and short-change public it is suggested that: Recommendations for
ensuring high quality of
service
- 12.1. The inspection machinery be strengthened and punitive penalties be imposed on erring licensees if they do not maintain the quality and quantity, i.e., standard quality and standard quantity of the food items.

R. S. Jha *A. L. Lohia*

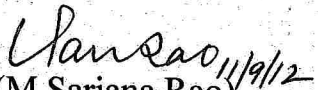
- 12.2. The standard cost of the different items be revised periodically (six monthly) by the zonal railways based on WPI. However, all cases of overcharging by the licensees must be pursued and taken to logical conclusion. They must not be allowed to overcharge the passengers. A large number of them let their staff charge higher rate for so called 'cold' water bottle and give only 'normal' bottles at the prescribed fixed rate. They have to be told that the rate for water bottle is fixed and they will charge the same even if it is 'cold'.
- 12.3. The CCMs may permit sale of seasonal fruits at the static and mobile units. They may also permit sale of branded items food items, e.g., Pizzas, Burgers etc, branded sweets and other 'ready to eat' items – sealed precooked meal items. These will be sold only at the 'printed standard prescribed' price of these items. These will be specifically authorized for sale by the CCMs.
- 12.4. A comprehensive menu card having standard menu tariff as well as a-la-carte items should always be available with the pantry car manager and other licensees providing catering services to the passengers. They may not be permitted to sell any item not on the Menu Tariff list approved by the CCM and high penalty may be imposed if they violate this code.
- 12.5. Railways must insist that the licensees issue bills to the passengers in the Mobile Units and RRs. This will help in maintenance of records for ascertaining Sale volume, Incidence of Service Tax etc and a proof to the passengers that the Licensee is charging only the authorized due amount. If they have problems in making separate bills for small value items like water-bottles etc sold then they must give coupons as the receipt of money. The coupons must carry licensee's name, item name and tariff. It would be highly appreciated if computerised billing could be implemented or atleast if a hand held terminal is provided at 'Point of Sale' (POS).
- 12.6. To cater to different regions, tastes and groups of people and eating habits the committee has prepared an exhaustive list of a-la-carte items. It is not expected that every unit will keep all the items in this list. The a-la-carte items to be sold in the mobile as well as on the static units have to be selected from the list of a-la-carte items as per the demand of the passengers, season, geographical area etc. The menu and tariff of a-la-carte items so selected by licensee and duly approved and issued by the CCM should be displayed in pantry car as well as at static units. However, it may be made mandatory that these units must have

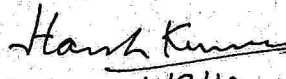
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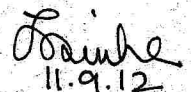
a consolidated list as circulated by the railway and they must not sell items not on the list approved by the CCM.


- 12.7. Due care must be taken by the licensees that the food must be packed hygienically in casseroles particularly in the Mobile units. In respect of static units, where passenger prefers to eat food/snack items at the unit itself, the licensee may serve the items in disposable plates of appropriate size and design which are made, preferably, of bio-degradable material. It is also suggested that the licensee must supply paper napkins and disposable spoons, free of cost, along with packed food items. Packaged drinking water of at least 250 ml sourced from BIS certified company/firm, should also be supplied, free of cost, along with meal items sold by mobile units where cost is more than ₹ 50/- as prescribed. The licensee must also use branded material and railway may inspect their facilities etc. at any time.
- 12.8. The staff of the licensee must have proper uniform and should be well trained particularly the waiters who serve the passengers. The staff must not solicit 'tips' from the passengers as this leaves a very poor impression of Railways on the passengers. The licensees must be severely punished if they cannot/do not check their staff from indulging in this practice.
- 12.9. In respect of sub-regional cuisine items, which are popular only in limited areas, served by a Railway or any other item which may be in demand locally, the Railway concerned may choose its own menu and tariff for such items depending upon the local food preferences and the cost of inputs. Of course, this may be done after taking prior concurrence and sanction of the competent authority.

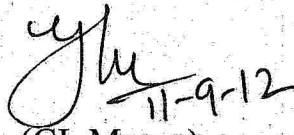
Keeping above factors in, the committee recommends uniform menu and two tier tariffs in respect of proposed Ninety (90) a-la-carte items as mentioned in Appendix 5 of this report.


(M. Sarjana Rao)
CCM(Ctg. & PS)/SWR


(Harsh Kumar)
FA&CAO/T/NR


(Jaya Verma Sinha)
CCM/Ctg & PS/SER


(CP Sharma)
CCM/Ctg & PS/CR


(GL Meena)
CCM/NWR

Proposed Menu and Tariff for A-la-Carte items

Sl. No	Item	Quantity / Nos.	Recommended Tariff (in)	
			Static	Mobile
1	BREAKFAST/SNACKS ITEMS:			
1	Idly With Chutney/Sambar	2 Nos. of 30 gms. each+ 40 gms. Chutney /Sambar	12.00	14.00
2	Medu Vada	2 Nos. of 30 gms. Each + 40 gms. Chutney	16.00	18.00
3	Masala Vada	2 Nos. of 40gms each + 40gms Chutney	16.00	18.00
4	Rava Upma	150 gms. Upma + 40gms Chutney /Sambar	16.00	18.00
5	Masala Dosa	70 gms Dosa + 80 gms Potato Masala + 40 gms. Chutney/Sambar	15.00	17.00
6	Onion Dosa/ Utappam	110 gms. Dosa / Utappam + 40 gms. Chutney	16.00	18.00
7	Bread butter/ Toast Butter (Sandwich Bread)	2 Slices of Bread + 10 gms. Butter	12.00	14.00
8	Pav Bhaaji	2 Nos. of Pav weighing 30 gms + 100 gms Bhaaji	32.00	34.00
9	Aloo Bonda	2 Nos. of 50 gms. each + Branded Tomato Sauce Sachet.	12.00	14.00
10	Dahi Vada	2 Nos. of 30 gms. each + 100 gms. Dahi	14.00	16.00
11	Bread Pakora	80 gms. of Pakora + Branded Tomato Sauce Sachet or 30 gms Chutney.	22.00	24.00
12	Onion Pakora	80 gms. Of Onion Pakora + Branded Tomato Sauce Sachet	16.00	18.00
13	Paneer Pakoda	Two 60 gms. of Paneer Pakoda each 30 gms.	30.00	32.00
14	Samosa	2 Nos. 50 gms. Each Samosa + Tomato Sauce Sachet or 30 gms Chutney.	16.00	18.00
15	Kachori	40 gms. of Kachori.	10.00	12.00
16	Vegetable Sandwich	125 gms. 2 Slices Bread with Veg. + Branded Tomato Sauce Sachet	18.00	20.00
17	Veg. Cutlet	2 Nos. of 50 gms. each + Branded Tomato Sauce Sachet.	25.00	27.00
18	Dhokla	100 gms. Of Dhokla	15.00	17.00
19	Poha	150 gms. Of Poha with Nankeen Garnish	15.00	17.00
20	Veg. Burger (125 Gms 1 Piece)	35 gms. Bun + 75 gms. Cooked Cutlet + Onion Tomato & Lettuce of 15 gms + Branded Tomato Sauce Sachet.	28.00	30.00
21	Stuffed Parata	2 Nos. of 200 gms. Parata + 100 ml. Branded Curd + 15 gms. Branded Pickle Sachet	32.00	34.00
22	Veg. Kathi Roll	60 gms. Each	18.00	20.00
23	Cheese Sandwich	2 Slices of Cheese Sandwich of 60gms + 50 gms. Boiled Vegetable	30.00	32.00
24	Maddur Vada	1 No of 60 gms.	12.00	14.00
25	Tatte Idly	100 gms. Idly + 40 gms. Chutney	09.00	11.00
26	Rava Dosa	60 gms. Dosa + 80 gms. Potato Masala + 40 gms. Chutney + 80 ml. Sambar	16.00	18.00
27	Rava Idly	60 gms. Rava Idly + 40 gms. Chutney	12.00	14.00

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Sl. No	Item	Quantity / Nos.	Recommended Tariff (in)	
			Static	Mobile
II	LIGHT MEALS:			
28	Tomato/Veg. Soup	150 ml. + Salt & Branded Pepper Sachet	15.00	18.00
29	Rajmah Chawal	150 gm Rajmah + 200 gms Rice	30.00	35.00
30	Veg. Biryani / Pulav	200 gms. Basamati Rice + 100 gms. Veg. + 100 gms. Raita	42.00	49.00
31	Veg. Fried Rice	200 gms. Veg Fried Rice of Basmati Rice	32.00	37.00
32	Jeera Rice	200 gms. Basmathi Rice	20.00	22.00
33	Bisibele bath	300 gms. Bisibele Bath + 10 gms Khaara Boondi + Branded Pickle Sachet	33.00	38.00
34	Tamarind Rice	300 gms Tamarind Rice + Branded Pickle Sachet	20.00	23.00
35	Lemon Rice	300 gms. Lemon Rice + Branded Pickle Sachet	18.00	21.00
36	Curd Rice	300 gms. + Branded Pickle Sachet.	17.00	20.00
37	Coconut Rice	300 gms. Cooked Rice.	16.00	19.00
38	Rice	300 gms. Cooked Rice	10.00	12.00
39	Tomato Bath	300 gms. of Tomato Bath	13.00	15.00
40	Pongal	300 gms. Pongal + Branded Pickle Sachet	15.00	18.00

III	COMBO MEALS:			
41	2 Parota/ 4 Chapati with Mix Veg. Curry	2 Parota/50 gms. each or 4 Chapati/30 gms. each + 150 Veg. Dry Curry	27.00	31.00
42	Chole Bhature	2 Piece Bhature 100 gms each + 120 gms of Chole	31.00	36.00
43	Chapati /Parata with Dal and Pickle	150 gms. (4 nos. Chapati or 2 nos. of Parata) + 150 gms. Dal and Branded Pickle Sachet.	22.00	26.00
44	Chole Puri	5 Puri 20 gms. each + 120 gms. of Chole	28.00	33.00
45	Kulcha Chole	2 Kulcha 50 gms. each + 120 gms. Chole	32.00	37.00
46	Dal Rice	200 gms. Dal + 200 gms. Boiled Rice + 15 gms. Branded Pickle Sachet	20.00	23.00
47	Chole Rice	200 gms Rice + 120 gms Chole	28.00	33.00
48	Sambar Rice	200 gms Rice + 150 gms Sambar + 15 gms Branded Pickle Sachet.	19.00	22.00
49	Kadi Rice	150 gms. Kadi + 200 gms. Rice	18.00	21.00

IV	NON - VEG:			
50	Egg Biryani	200 gms of Basamati Rice + 2 Eggs + 100 gms Raita	48.00	58.00
51	Chicken Biryani	200 gms of Basamati Rice + 100 gms Chicken + 100 gms Raita.	70.00	84.00
52	Chicken Fried Rice	200 gms. of Chicken Fried Rice of Basmati Rice	53.00	64.00
53	Egg Fried Rice	200 gms. of Egg Fried Rice of Basmati Rice	41.00	50.00
54	Fish Curry with Rice	200 gms. Of Fish Curry + 200 gms Rice with 2 pieces of fish without head & tail weighing 100 gms.	56.00	68.00
55	Chicken Curry with Rice	Rice (200 gms) + 100 gms. Chicken + 125 gms. Gravy	54.00	65.00

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Sl. No	Item	Quantity / Nos.	Recommended Tariff (in)	
			Static	Mobile
56	Chilly Chicken (Boneless)	100 gms. of Chilly Chicken (Bone less)	65.00	78.00
57	Fish Cutlet	1 Piece of Fish Cutlet of 50 gms. + 20 gms. Finger Chips + Branded Tomato Sauce Sachet	43.00	52.00
58	Omlet	2 Eggs Omlet + one Branded Tomato Sauce Sachet.	22.00	27.00
59	Scrambled Egg	2 Eggs +2 Slice Bread	36.00	44.00
60	Boiled Egg	1 Egg	09.00	11.00
61	Egg Curry	2 nos. of Egg + 100 gms. Gravy.	30.00	36.00
62	Chicken Curry	100 gms Chicken + 125 gms. Gravy.	48.00	58.00
63	Fish Curry	2 pieces of fish of popular variety without head and tail (weighing 100 gms) + 100 gms. Gravy.	50.00	60.00

V	OTHER A-LA-CARTE ITEMS:			
64	Chapati	30 gms. 1 Chapati	03.00	05.00
65	Parata	50 gms. 1 Parata	05.00	07.00
66	Laccha Parata/ Tandoori Parata	50 gms. 1 Laccha Parata/Tandoori Parata	09.00	11.00
67	Kulcha	50 gms 1 Kulcha	06.00	08.00
68	Shahi Paneer	150 gms Shahi Paneer	38.00	40.00
69	Kadai Paneer	150 gms. Kadai Paneer	30.00	32.00
70	Veg. Munchurian	200 gms. Veg Munchurian	36.00	38.00
71	Veg. Noodles	300 gms. Of Veg. Noodles + Branded Tomato Sauce Sachet.	30.00	32.00
72	Paneer Mutter	200 gms. – (50 gms. Paneer + 50 gms Mutter + 100 gms Gravy).	33.00	35.00
73	Paneer Butter Masala	200 gms. (70 gms Paneer + 130 gms Gravy)	58.00	60.00
74	Mix Veg. Dry Curry	150 gms. of Veg. Dry Curry	18.00	20.00
75	Dal /Dal Fry	200 gms. of Dal	13.00	15.00
76	Curd (Branded)	(100ml.) as per MRP		
77	Hot Milk with Sugar	Heating charges (250 ml. Branded Milk As per MRP Rate)	02.00	04.00
78	2 Slices Bread each 22 gms. Branded	2 Slices Branded Bread	06.00	08.00
79	Flavoured Tea-100ml	Mint, Chacolate, Peppermint, Vanilla etc	10.00	12.00
80	Ice Cream (Branded)	On MRP		
81	Multi Grain Bread (Branded)	On MRP		
82	All Milk Products (Branded)	On MRP		
83	Ready to Eat Meals (Branded) eg. MTR, Knorr, Maggi etc	On MRP		

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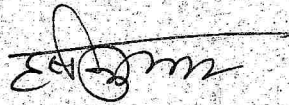
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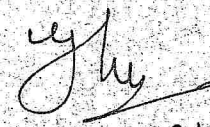
VI JAIN FOOD (Without Onion and Garlic)				
84	Dal Bati ^{Churma}	250 gms. Dal Bati Churma	48.00	58.00
85	Gatta Sabji	250 gms. Gatta Sabhji	15.00	18.00
86	Paneer Makhani	50 gms. Paneer+100 gms. Gravy	40.00	48.00

VII SWEETS ITEMS:				
87	Gulaab Jamun	30 gms of Gulab Jamun	11.00	13.00
88	Jilebi	50 gm of Jilebi	06.00	08.00
89	Kesari Bath	100 grms of Kesari Bath	09.00	11.00
90	Sweet (Branded)	On MRP		

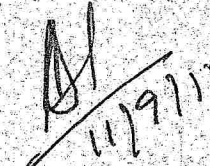
Sl. No	Item	Quantity / Nos.	Recommended Tariff (in)	
			Static	Mobile
VIII DIABETIC ITEMS:				
91	Corn Flakes with Milk	30 gms of Branded Corn Flakes + 150 ml Milk	28.00	30.00
92	Oats Branded with Milk	30 gms. of Oats + 150 ml Milk	22.00	24.00
93	Green Papaya Curry with 4 Chapati	150 gms. Curry +4 Chapati each weighing 30 gms	22.00	24.00
94	Boiled vegetables	100 gms.	15.00	17.00
95	Egg White Omlet with 2 Slice Brown Bread	02 Egg White Omlet with 2 Slice Brown Bread	26.00	28.00
96	Brown Bread Sandwich	125 gms. (2 Slice of Brown Bread +Cucumber+Tomato)	20.00	22.00
97	Sugarfree Sweet (Branded)	On MRP		

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